

WEB BROWSER RECOMMENDATIONS

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If you encounter problems preventing you from doing the online traffic program, you can troubleshoot by using the following web browser advice.

1. **Use one the of modern web browsers:** Google Chrome, Firefox, Safari, Microsoft Edge
2. **Update to the most recent version of that web browser.**

Never use the following web browsers as Microsoft no longer supports them:

- Internet Explorer (IE)
- Microsoft Edge Legacy

3. **Clear your device cookies, cache, and browser history – then re-try your application.**
 - a. Find your browser type and device type listed below for instructions on how to delete internet cookies, cache and browser history. Traffic website history might be preventing you from submitting your application – needing to be cleared.
 - b. Once you've cleared your device history, using the appropriate instructions below, re-try your online application.

*After taking these steps, if you still can't complete the application online, find a trusted family member or friend to help you submit the application. A different device might not have the same issues.

BROWSER/DEVICE COMBINATIONS - CLEARING TRAFFIC-PROGRAM COOKIES, CACHE, AND BROWSER HISTORY

Google Chrome: how to delete cookies, cache, and browser history on your Windows or Mac computer

1. Open Chrome and click the menu (top right corner with three dots).
2. Click, Settings, then History, History.
3. Check all browsing history types on the Basic Tab, then click Clear.

Google Chrome: how to delete cookies, cache, and browser history on your Android device

1. Open Chrome and click the menu (top right corner with three dots).
2. Click Settings, then History, History.
3. Check all browsing history types on the Basic Tab, then click Clear.

Google Chrome: how to delete cookies, cache, and browser history on your iPhone/iPad iOS device

1. Open the Chrome app.
2. At bottom Tap More.
3. Tap History. Clear browsing data. Make sure all history is marked ... Cookies, Site Data and Cached images and Files, etc.
4. Tap Clear.

Firefox: how to delete cookies, cache, and browser history on your Windows or Mac computer:

1. Open Firefox on your computer.
2. In the upper right-hand corner of the browser, click the "menu bar" (three parallel lines).
3. Click the "Privacy" tab and mark all history browsing types.
4. Click Clear.

Firefox: how to delete cookies, cache, and browser history on your Android device

1. Open Firefox, click on menu icon (three bars at top right corner).
2. Tap on "Settings", then Tap "Clear private data."
3. Make sure all history items are checked ... cache, history, cookies etc.
4. Tap "Clear."

Firefox: how to delete cookies, cache, and browser history on your iPhone/iPad iOS device

1. Open Firefox, Tap menu in the bottom-right corner (three horizontal lines).
2. Tap "Settings," then Tap "Data Management,"
5. Scroll down to the "Privacy" section, Make sure all browser history items are checked ... cache, history, cookies etc. Tap "Clear."

Safari: how to delete cookies, cache, and browser history for MacOS Sierra computer

1. Open Safari, Tap the menu bar (top left of your screen) click **History**.
2. At the bottom of the menu, choose **Clear History...**
3. Make sure all browser history items are checked ... cache, history, cookies, etc.
4. Click **Clear History**.

Microsoft Edge: how to delete cookies, cache, and browser history on Windows PC computer

1. Click the "Settings in the top right hand corner (3 dots).
2. Select "Settings."

3. Select history. Make sure all browser history items are checked ... cache, history, cookies etc.
4. Click "**Clear**."